TALE LITE

Ribbon cut to open Eatontown Agency

Regional Service Center slated to open this fall

After three years of renovations and extensive planning, the newly refurbished Eatontown Motor Vehicle Agency opened February 25 to serve motorists in Monmouth, Ocean and Middlesex counties.

By October, the Eatontown Regional Service Center is expected to open to offer even greater motor vehicle services in this area of the state.

Governor Jim Florio, along with Director Skip Lee, were on hand to officially cut the ribbon that opened the agency on Route 36.

Governor Florio said the funding is already in the proposed 1992-93 budget pending legislative approval to support the regional center.

A highlight of the ceremony was the presentation of the flag to Lee by Mrs. William L. Jennsch Jr., widow of the Central Regional Office coordinator. Lee paid tribute to Bill Jennsch as a longtime MVS employee who had worked tirelessly for improvements to the division symbolized by the Eatontown Agency.

Until the agency opened, motorists were served in a trailer facililty adjacent to the Eatontown inspection station. Eatontown employees had been working in trailers, but despite cramped quarters and other inconveniences, still gave the ultimate in customer service. The new agency and proposed regional service center are expected to serve 275,000 customers a year.

The agency is being staffed by 20 employees, while three MVS people work in the driver testing area. An estimated 40 employees will be needed to staff the regional service center when it opens in October.

The total cost of renovations is $4.3 million, which includes new electrical work, fixtures, ceilings, floors, counters, furniture and offices. Systems Management and Facilities Management people put in long hours and extensive work building a first-class facility.

To anticipate the increase in customers, the parking lot was expanded by about 30 percent, with 154 spots available.

The agency offers the first automated driver testing center in the area, allowing new drivers to take tests on computer terminals.

"Last fall, we attacked the long lines at the inspection stations, which saw a 30 percent reduction in waiting times," Lee said. "Now we've moved to the second half of the motorist service equation: agencies."

"We're working to improve customer service in all of our agencies, and the opening of this new facility is one more step in our program to put the customer first," he said.

Governor Jim Florio and Mrs. William Jennsch Jr., widow of the division's Central Regional Office coordinator, cut the ribbon to open the Eatontown Agency. Assisting are State Senator Joseph Palaia (center) and Director Skip Lee.

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Motor Vehicle Services

A CDL thanks to Systems for a job well done

Systems Management critical to success of CDL program

Energy, enthusiasm and hard work are paying off for Systems Management people as they see the fruits of four years of the intensive work culminating in a successful commercial driver license (CDL) program.

"There are no words to thank the many Systems people who put the pieces of this massive project together," Director Skip Lee said. "But a heartfelt thank you is in order for everyone who was involved."

"By far, this was the biggest Systems project the division has ever done. It involved the total rewrite of the licensing and driver testing systems and a partial rewrite of the violations systems. Many overtime hours, weekends and nights by many people went into the success of CDL," he said.

Jeanne Paulsen, manager of Systems Management in Information and Systems Management, said follow-up work will continue through September. The project has been worked on continuously since 1988.

She pointed out that for the first time, the division is in communication with other states on the CDL program through the Commercial Driver License Information System (CDLIS) and the National Driver Registry (NDR).

With the April 1, 1992 deadline for the issuance of commercial driver licenses just a week away, the division has issued 103,314 CDLs, with an additional 48,000-plus commerical drivers now in various stages of getting their licenses.

Among the people who were recognized for their efforts included Bill Donahue, who as head of the overall CDL project was responsible for the new classified licensing system and the commercial driver violation component.

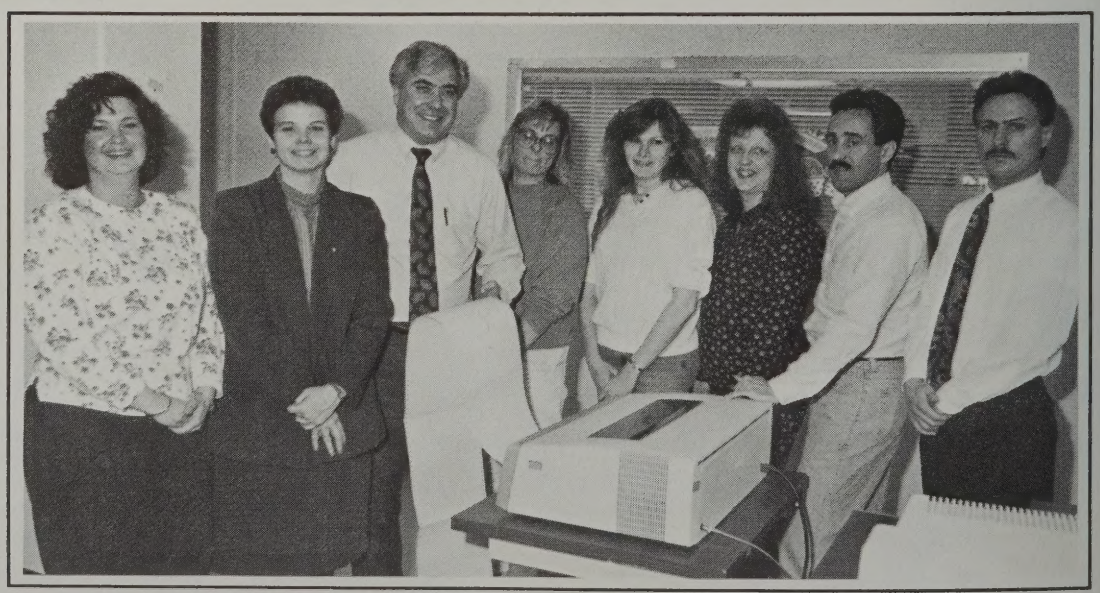
Others were Carol Spisak, who worked on the violations component and the backend licensing review; Diane Amendola, who was involved in the agency and comprehensive system licensing; and Joseph Csolak, who oversaw the driver testing agency component.

They are part of Systems Analysis and Control, as is Ron Fuydal, who took charge of systems installations, maintenance and moving of equipment, and the redesign of forms, with the assistance of Lisa Lanning, of Office Automation Systems.

The Agency Helpline also was an integral part of making CDL work. Supervised by Patty Gergel, the Helpline's staff of 28 full-time employees answered questions from the agencies on everything from procedural queries to software and hardware problems.

Another key group was the CDL Transfer Group, supervised by Joanne Quinn and staffed by 15 employees. They fielded a wide variety of questions from customers.

"Although the CDL project was a gigantic undertaking, the people who guided it through to its completion were resourceful and able to meet and overcome any obstacle that was thrown against them. Like the director said, the Systems Management group played a critical role in the implementation of the CDL program," Paulsen said.



Members of the Systems team who worked on getting the CDL project up and running are (from left) Lisa Lanning, Carol Spisak, Bill Donahue, Patty Gergel, Joanne Quinn, Lois Helmlinger, Greg Calisti and Joseph Csolak.

MAILBAG

Cheerful . . .

I want to commend **John Williams**, safety specialist 1 at the Paramus Inspection Station. Besides being very efficient, he was so cheerful and friendly that my car inspection trip was actually enjoyable.

Betty Mormar
Fort Lee

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Patient . . .

Thank you for the informative, prompt and courteous assistance given to me by **Anthony Dus**, receptionist at the Dunellen Agency. He was patient and expert in helping me.

R. H. Shyers
South Plainfield

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Fielded . . .

Myrtle Mount, support service representative 1 in Driver Fitness and Control, should be commended for fielding a call from me presenting what I thought might be difficult issues, and handling it courteously and efficiently. I want to let you know how impressed I was by her work.

Thomas J. Allingham II
Wilmington, Delaware

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Extraordinary . . .

We would like to bring to your attention the extraordinary job being done by **Maryann Schweder**, supervisor 4, Business License Compliance. On numerous occasions, we have contacted Maryann regarding problems we have encountered in our industry. Each and every time, she has gone out of her way to help us find answers to our problems. She always has conducted herself professionally, efficiently and cordially.

Charles Bryant, CEO
Central Jersey Auto Body Association
Neptune

PROFILE

Blanche Cantor

Job description: Blanche's day is busy, hectic and interesting, just the way she likes it as she goes about the business of solving legislative problems for senators, assemblymen, mayors and governor's office representatives. (Blanche was selected to replace Helen Zalis, who retired on September 1, 1991.)

Why she likes her job: "It gives me personal inner satisfaction knowing that I've helped the division do it's job, while at the same time helping customers."

Joined MVS: Blanche started with the division in November 1970 as a clerk typist in Driver Improvement. "I was with Driver Improvement 20 years until I transferred to the Executive Service in September 1991."

Before MVS: She and husband, Paul, owned and operated a grocery store on Lyndale Avenue in the Villa Park section of Trenton.

Family life: Paul now works for their son, Phil, in a pest control business. Their other son, Raymond, is an attorney with the Legislative Service, and daughter, Cheryl Fleischman, is a special education teacher in the Trenton school system. There are 10 grandchildren.

Education: Abraham Lincoln High School in Brooklyn.

Activities: She is active in Deborah Hospital fund-raising efforts and enjoys babysitting. "I also love Atlantic City. That's where I get out all my frustrations."

Seton Hall, Telephone Pioneers get license plates

Motor Vehicle Services presented organizational license plates to two groups in February – Seton Hall University and the Telephone Pioneers of America. Director Skip Lee made both presentations in separate ceremonies.

The Seton Hall plates feature the school's mascot, the Pirate, on the left side next to the stacked initials, SH. The school's name is written across the bottom of the plate.

Seton Hall is the third university to request special license plates through the organizational plate program. Penn State University and Rutgers University graduates can also purchase special plates for their schools.

New Jersey Bell Pioneers were the sponsoring group for their plates, but Bellcore and AT&T employees also can get the plates. The New Jersey Pioneers have about 20,000 members, equally split between active and retired employees.

Telephone Pioneers of America representatives are all smiles as Director Skip Lee presents their organizational license plate.

Director Skip Lee (far right) and Deputy Director Michael Santaniello (second from left) present Dan Murray (left), Executive Director of Alumni Relations, and David Flood (right), Assistant Director of Alumni Relations and Programs, with a sample of the new Seton Hall license plates.

The plate features a pyramid design on the left side with a bell and Telephone Pioneers of America within its borders. On the bottom is the phrase Tele Pioneer and on the top is New Jersey.

Telephone Pioneers of America is the largest industrial volunteer organization in the country, with 805,000 members throughout the United States and Canada.

In order to qualify for organizational license plates, an alumni or community group must be non-profit and have at least 500 members in good standing.

Thanks again, to Rudy Torlini and the Special Plates unit for a job well done.

MVS TALK

Congratulations to **Mildred Way** and her husband on the birth of their grandchild, Andre Jawann, on November 10, to Albert and Donna Brown. Mildred is support service representative 2 in the Transaction Auditing Section.

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Robert A. Giangrasso, coordinator in Information and Systems Management, announced he will be on the ballot in this year's election of a state employee trustee for the Public Employee Retirement System (PERS), the division's pension fund.

All state employees who are members of PERS can select one name this year on ballots to be distributed about April 15. The trustee who is chosen serves for three years in the non-salaried position.

A state employee 14 years, seven with the division Giangrasso possesses a Master of Business Administration from Rider College, a Certified Public Manager designation and is an adjunct instructor at Mercer County Community College.

Other candidates for the position are Brian Sulenski, of the Department of Labor, and Donella Thomas, of Rutgers University.

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Condolences to **Linda Weeks**, personnel assistant 4 in the Personnel Management Bureau, on the recent loss of her father, James Whitaker.

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The stork visited **Lisa Quinto**, personnel assistant 3 in the Personnel Management Bureau, and her husband, Phil. Philip Angelo Quinto arrived January 22.

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Josephine Bogacz, support service representative 2 and her husband, Edward, are celebrating the birth of their first grandchild, Jessica Petroni, to Thomas and Judy Petroni.

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TAG: The Motor Vehicle Self-Service Helper unveiled

MVS seeking public opinion in pilot program

Motor Vehicle Services continuing efforts to improve customer service took a dramatic turn in February, when Governor Jim Florio and Director Skip Lee unveiled an automated teller machine service that will allow customers to process registration renewals at public locations.

The revolutionary, kiosk-style machine, which is known at TAG: The Motor Vehicle Self-Service Helper, was introduced to the public on February 13 at Woodbridge Mall in Middlesex County.

A product of the NCR Corporation, TAG will help MVS better serve the five million-plus customers that renew their registrations annually. A first-of-its-kind in the nation, the new service is designed to reduce agency waiting times, increase motorists' convenience and expand hours of operation.

Agency Attack Strategy

According to Lee, TAG plays a vital role in the division's recently introduced agency attack strategy designed to reduce agency waiting time while still continuing to meet the demands of a growing business.

The attack strategy also includes an extensive mail renewal campaign that emphasizes the cost-saving benefits of using the postal service.

"TAG will be a key weapon in our strategy to increase customer service and decrease waiting times," Lee continued, "We're going to increase motorist convenience by placing these machines in locations where the public goes more frequently, like shopping malls and supermarkets."

Pilot Program

The "user-friendly" program will be piloted at various locations around the state starting in March. At least four malls will house the kiosk-style terminals for three months, with shoppers encouraged by MVS staffers to "step up and try the machine."

"The demonstration will give customers a true flavor of how doing business with TAG will feel once we are "on-line" and hooked into the system later this year," Lee explained.

TAG operates much like a bank ATM. And like a bank ATM, we anticipate that the motorist will pay a small transaction fee using a major credit card, like VISA or Mastercard or a debit card, like a MAC. Duplicates can also be ordered through TAG.

At the end of each demonstration, the customer will get a sample registration document and will have a chance to comment on how s/he liked the new service. The entire transaction should take several minutes.

In addition to the malls, one machine will be placed in each of the three regional service centers and another will rotate through the American Automobile Association's (AAA) clubs.

Public input and reaction will be a factor in determining the scope of the program, once the pilot is finished in early summer. Current plans call for the ATM's to "go live" this fall.

"We're confident that TAG will be a win-win situation," Lee concluded. "The motorists will be able to get MV services in more convenient locations, saving them both time and money, and MVS will be able to shorten wait times for everyone."

Director Skip Lee demonstrates TAG to Governor Jim Florio during the unveiling at Woodbridge Mall on February 13.

MVS employees receive Suggestion Awards

Sharon Pae-Russo (center), record technician 2 in Driver Fitness and Control, receives a $2,500 suggestion award from Director Skip Lee and Hedy Cierniak, chairperson of the Departmental Awards Committee. Pae-Russo suggested that shell paragraphs used in Security Responsibility Judgments and callbacks be coded and added to the present SR-200 forms to increase the accuracy and uniformity of letters mailed daily to customers explaining how they can keep from being suspended or how they can be restored. This would result in less proofreading by supervisors and decreased time by word processors.

Carl Caruso (second from right, manager 3, Forms Control, Printing and Duplicating, receives his suggestion award from Director Skip Lee and Hedy Cierniak, chairperson of the Departmental Awards Committee, as Assistant Director Salvatore Marcello (left) watches. Caruso was awarded $10,000 for suggesting that the paper stock used for pre-printing the shells for initial and renewal driver licenses and registrations be changed to standard paper of equal weight and thickness. The benefits to the division would be a lower cost in purchasing the shells, more availibility and competitiveness of standard paper, and added security advantages because any attempt to remove the laminating material would most likely destroy the document. He estimated a savings of $511,200 to the division in the cost of purchasing a one-year supply of the pre-printed shells.

TALE LITE

Jim Florio, Governor
Robert J. Del Tufo, Attorney General
Skip Lee, Director, Motor Vehicle Services

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Employees are invited to share their stories, opinions and ideas by calling 609-292-8231, by mailing them to the Communications Office, CN 164, Trenton, NJ 08666, or by coming in person to the 6th floor, 25 S. Montgomery St.